

Hampton Roads Utility Billing Service

HRUBS

To better serve you, we are introducing

A new bill design and new online services

Learn more and sign up today at www.hrsd.com!

Introducing paperless billing and online payment options

*Go **greener** by signing up for e-Bill and EZ-Pay!*

e-Bill is our new paperless billing service. This environmentally friendly choice allows you to receive your bills online. It is convenient, secure and saves paper. Instead of a paper bill, you can receive an email alert to let you know your bill is ready. e-Bill allows you to:

- Access your bills online
- View your billing and payment history online
- Confirm the date and amount of your last payment
- Receive payment reminders that suit your preferences
- Update your account information
- Print a copy if you need one

EZ-Pay is a convenient and secure way to pay your bill electronically. You control your payment timing and amount by using your preferred payment feature. EZ-Pay allows you to:

- Pay from your checking or savings account
- Make a one-time payment
- Set up recurring payments
- Pay by credit or debit card

Sign up now at www.hrsd.com. Once you have received a bill that looks like the one shown in this insert, you can take advantage of our easy and eco-friendly new electronic services.

EZ-Pay and e-Bill are an EZ Choice!

Here are the answers to a few questions you may have about these new services.

When can I register? As soon as you receive a bill that looks like the one shown in this insert you can sign up at www.hrsd.com. Click on Manage My Account and follow the onscreen directions. This convenient service is available 24 hours a day, seven days a week.

What information do I need? Have your HRUBS account number, the amount due and the financial institution routing and account number or the credit or debit card you wish to use.

Do I have to register for e-Bill to use EZ-Pay? No. You may make one-time payments without registering for e-Bill.

Do I pay a fee for the convenience of using these services? No. Customers do not pay a fee for using e-Bill or EZ-pay.

Can I continue to use my financial institution's bill payment services for my HRUBS/HRSD bill? Yes. You can sign up for e-Bill and still continue this method of making your payments.

If I am already an automatic payment customer do I have to register again for this service? Yes. For security reasons, the information currently on file cannot be transferred to our new financial services provider. It will be necessary for you to enroll in the new automatic payment service as soon as you receive a bill that looks like the one shown in this insert. You can do this online at www.hrsd.com.

Your HRUBS bill has a new look

We hope you will find the new bill format easier to read and understand. You will see numbered circles next to several items on the sample bill shown. An explanation of these items is provided below.

1. Account Number: This is the 10-digit number used when you sign up for online services, pay your bill or contact us regarding your account.

2. Bill Date: This is the date your bill was printed.

3. Total Amount Due: This is the amount you now owe. It includes current charges plus any previously billed amounts or adjustments.

4. Current Charges Due Date: Your payment for current charges is required by this date. A previous balance, if shown, is due immediately.

5. Municipal Service Charges: This section shows your charges for the listed municipal services.

6. HRSD Charges: This breakdown includes your wastewater treatment charge and any other applicable fees.

7. Meter Number: This number, which is found on your water meter, identifies your meter.

8. Messages: This space will often include important information about your bill or services.

9. Readings: Current read is the most recent reading for the meter. Previous read is the reading at the time of your last billing. The dates associated with both readings reflect the period covered by the current charges.

10. Water Usage: Subtract your Previous Read from your Current Read to determine the amount of water used during this billing period. Your water usage is used

to calculate your wastewater treatment charges if you have a consumption based account. (CCF is the abbreviation for 100 cubic feet, the unit of measure on which HRSD bases its billing.) Your water usage also may be presented in gallons.

11. Back of Bill: If there is not enough space on the front, your bill information will continue on the back, where you also will find additional helpful information such as contact numbers.

12. Remittance Stub: Detach this portion and send it along with your check if you are paying by mail. Please note the new mailing address.

13. Amount Enclosed: This is where you fill in the amount of your payment.

1 2 3 4 5 6 7 8 9 10 11 12 13

Hampton Roads Utility Billing Service
HRUBS
HRSD
1440 Air Rail Ave.
Virginia Beach, VA 23455
www.hrsd.com

Your Town
456 Main Street
Your Town, VA 23000
Website Address

Page 1 of 2

Account Jurisdiction Account	1234567890	Total Amount Due	\$ 0.00
Optional		Current Charges Due Date	04/02/12
Bill Date	03/01/12	Current Charges	\$ 0.00
Previous Balance	\$0.00		
Payment Received	\$0.00		
Balance Forward	\$0.00	Total Amount Due	\$ 0.00

ACCOUNT DETAIL

Customer Name : DOE, JOHN N
Service Address : 123 ANY STREET, YOUR TOWN, VA 23000-0000

LOGO

Your Town Charges
Service from 12/28/11 - 02/27/12

Water	0.00
Wastewater Collection	0.00
Refuse Disposal	0.00

Your Town Subtotal \$ 0.00

HRSD Charges
Service from 12/28/11 - 02/27/12

8 CCF x \$0.00	0.00
Wastewater Treatment	0.00

HRSD Subtotal \$ 0.00

Total Current Charges \$ 0.00

Total Amount Due \$ 0.00

Meter-Number	Previous Read 12/27/11	Current Read 02/27/12	Usage	Usage
99999999	393	401	8 CCF	5,984 GAL

MESSAGES

You can now manage your account online and register for e-Bill at www.hrsd.com.

Important information on back of bill!!

30907-9003
BT10041.1.TXT-13-00000001

RETURN THIS PORTION WITH PAYMENT - DO NOT SEND CASH THROUGH MAIL

Hampton Roads Utility Billing Service
HRUBS
HRSD
1440 Air Rail Ave.
Virginia Beach, VA 23455
www.hrsd.com

000007 000000001

DOE, JOHN N
123 ANY STREET
YOUR TOWN VA 23000-0000

PAYMENT SECTION

Account Number	1234567890
Current Charges Due Date	04/02/12
Total Amount Due	\$ 0.00
Amount Enclosed	\$

Past due portions of your balance are subject to a finance charge.

MAKE CHECK PAYABLE TO:

HRSD
PO BOX 71092
CHARLOTTE, NC 28272-1092

123456789960000000000015843123456789963